The VRS is the most amazing product we have ever enjoyed and would like to keep the best quality service maintained for the VRS. A word of mouth always gets around on which VRS service is easier or better one to use, so the selection of VRS site should be an option to allow users know which one gets the quickest call to be made for an emergency, for example. Some VRS site may be more busy at times so any of other sites should be as easily available to the users, again sometimes they may be in a hurry to call for a service or to catch a friend in time.